



OFFICE OF CHIEF INFORMATION OFFICER CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

DEPARTMENT:	OFFICE OF CHIEF INFORMATION OFFICER	RELEASE DATE:	Thursday, May 6, 2010
POSITION TITLE:	Office of Technology Services, Deputy Director, Customer Delivery Division, CEA 3	FINAL FILING DATE:	Thursday, May 20, 2010
CEA LEVEL:	CEA 3	EXTENDED FINAL FILING DATE:	
SALARY RANGE:	\$ 6,173.00 - \$ 9,476.00 / Month	BULLETIN ID:	05062010_3

POSITION DESCRIPTION

Under the administrative direction of the Chief Deputy Director, the Deputy Director, Customer Delivery Division, oversees and ensures the on-going marketing, promotion, analysis, management, and oversight of technical products and services to the Office of Technology Services' (OTech) 500+ customers. As OTech's primary technology liaison, the Deputy Director is responsible for and oversees activities necessary to transition OTech client agencies' business requirements into successful technology solutions. The Deputy Director develops policies, standards, and procedures required for the administration of project management disciplines; manages complex, multi-departmental and multi-divisional projects; develops policy to facilitate the implementation of, or changes to, current business solutions required by customers; and formulates policy needed to implement the OTech marketing plan.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

Or III

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in

Government Code § 18992.

Or IV

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level 1. Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

CEA Levels 2 and 3. Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Levels 4 and 5. Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA

position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

DESIRABLE QUALIFICATION(S)

The following experience factors will be considered in competitively evaluating each candidate: 1. Well-developed interpersonal skills and the ability to communicate effectively both verbally and in writing. 2. Knowledge of the structure, organization and function of a variety of technology disciplines as well as local, state and federal initiatives and programs. 3. Ability to exercise discretion and diplomacy in customer interactions. 4. Experience in communicating information regarding policy, technology and delivery issues effectively to management, other staff, and the public. 5. Proven track record of gaining the confidence and trust of individuals in key positions in the department's customer base. 6. Ability to effectively coordinate the activities of other organizations that have an interest in the success of technology-based service delivery solutions.

EXAMINATION INFORMATION

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Office of Technology Services, Deputy Director, Customer Delivery Division, CEA 3**, with the **OFFICE OF CHIEF INFORMATION OFFICER**. Applications will be retained for twelve months.

The Results of this examination will be used only to fill this position and may be used to fill subsequent vacancies for this position for a period of up to twelve months.

This examination will consist of a review of the candidates' application and Statement of Qualifications by an executive screening committee using predetermined evaluation criteria. Candidates will be screened on the basis of their background and demonstrated management experience as it relates to the "Desirable Qualifications". The Statement of Qualifications may be the only basis for determining your final score and rank on the eligible list.

Interviews may be conducted as part of the examination process. (Hiring interviews may be conducted with only the most qualified candidates if it is determined necessary in order to make a selection.)

All applicants will be notified of their examination results. In order to be successful in this examination a minimum rating of 70 percent must be attained. The results of this exam may be used to fill subsequent vacancies in this position if they occur within the next twelve months or an examination may be rescheduled.

FILING INSTRUCTIONS

Interested applicants must submit:

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of

each candidate's ability to present information clearly and concisely in writing and should be typed and not to exceed one page.

- Resumes do not take the place of the Statement of Qualifications.
- The "Statement of Qualification" must also include a brief description of one or two key accomplishments in the past 12 months.
- No smaller than 10 point font.
- Candidates who do not follow the filing instructions will be disqualified from the examination.

Applications must be submitted by the final filing date to:

OFFICE OF CHIEF INFORMATION OFFICER , Selection Services and Training Unit, Cannery
MS: Y8

P.O. Box 1810, Rancho Cordova, CA 95741-1810
Ann Huckleberry | (916) 739-7592 | Ann.Huckleberry@state.ca.gov

ADDITIONAL INFORMATION

Please see original bulletin posted on our website at www.dts.ca.gov

SPECIAL PERSONAL CHARACTERISTICS

• Creativity and Innovation – Apply new ways of thinking, ability to solve problems, create new ideas, and develop new approaches to optimize the organization and management of IT programs. • Teamwork – Cooperate to achieve the OCIO mission, goals and values, and encourage a diversity of opinions. Ability to facilitate cross-agency collaboration activities. • Communication – Ability to interact and communicate effectively with executive management at the State level, as well as various private and public organizations. Ability to interact in a diplomatic, tactful and effective manner with all levels of staff. Ability to negotiate win-win solutions in difficult and challenging situations.

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The OFFICE OF CHIEF INFORMATION OFFICER reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

Class specs: <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>